

TLScontact to open 26 visa acceptance centers for Switzerland worldwide

Luxembourg – 4 September 2013

TLScontact, the European leader in outsourced face-to-face contact center solutions, is pleased to announce that the Federal Department of Foreign Affairs of Switzerland has awarded TLScontact a service concession to open 26 visa acceptance centers in 21 countries in Africa, Asia-Pacific, Central Asia, Eastern Europe and the Middle East.

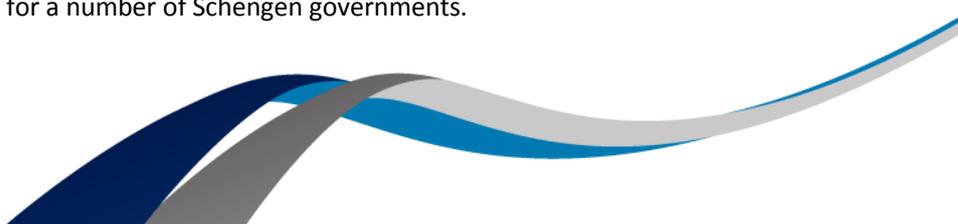
This award represents more than 280,000 annual applications or 60% of global Swiss outsourced visa volumes. TLScontact's award of this global tender builds on the success of a trial period that was run in China, Hong Kong and Thailand for the Swiss government since 2012.

Mr. Laurent Perriard, Federal Department of Foreign Affairs, Switzerland commented: *"In the global tender TLScontact provided a convincing and complete solution that made us select this company for the largest part of the service concession. During a trial period several Swiss Diplomatic Missions have contracted the services of TLScontact, the improvement of the customer service level and efficiency of the application process was significant due to their software management suite providing real-time transparency and remote control. We are glad to extend this cooperation to a number of other Swiss Representations Abroad."*

The first 15 centers in China, Egypt, Kazakhstan, Indonesia, Philippines, Russia, South Africa, Thailand, Turkey and Ukraine are scheduled to open in the second half of 2013, with subsequent locations and a phased roll-out of biometric data collection and data entry services into 2014. TLScontact will provide the Swiss government with a biometric data collection solution along with a suite of customer experience management services, including appointment booking, call center, application reception, data entry, quality control and document transfer to and from the responsible diplomatic mission.

TLScontact CEO, Mr. Bertrand Weisgerber, stated: *"This award firmly positions TLScontact as a leader and an innovator in the visa application center market. It solidifies our position as the Visa Center Operator of Choice in China and North Africa and opens new territories for us. The trust placed in our teams by the Federal Department of Foreign Affairs of Switzerland awarding us with the major part of the worldwide service concession shows that our Next Generation Visa Application Center Solution completely fulfills the raising expectations of diplomatic missions and visa applicants."*

TLSCONTACT, the European leader in face-to-face contact center operation has been serving diplomatic missions since 2007 and currently operates visa application centers across Asia, Europe, Africa and the Middle East for a number of Schengen governments.



The TLScontact solution is based on a fully automated process flow, using a proprietary TLSconnect software management system. The system covers the entire process flow, integrating biometric data capture as standard.

TELEPERFORMANCE, the worldwide leader in outsourced multichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2012, it reported consolidated revenue of €2,347 million (\$3,028 million, based on €1 = \$1.29). The Group operates more than 100,000 computerized workstations, with 138,000 employees across more than 270 contact centers in 46 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Eurolist-Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

Website: www.teleperformance.com

For further information and media inquiries please visit the TLScontact corporate website at <http://corp.tlscontact.com>

